

UNITED STATES GOVERNMENT

# 2-Way Memo

Subject:

From :

OL/PD/P&SCB

## INSTRUCTIONS

Use routing symbols whenever possible.

SENDER (*Originator of message*):

Use brief, informal language.

Conserve space.

Forward original and one copy.

STAT

RECEIVER (*Replier to message*):

Reply below the message, keep one copy, return one copy.

DATE OF MESSAGE

ROUTING SYMBOL

28 December 1983

SSTAT

TITLE OF ORIGINATOR

4E50 Hqs

DC/NBPO/OL

FOLD

FOLD

INITIAL MESSAGE

The subject contract with Skidmore, Owings & Merrill for the Headquarters Master Development Plan and Environmental Assessment is 100 percent complete and all invoices and incentives have been paid.

REPLY MESSAGE

To :



DATE OF REPLY

ROUTING SYMBOL

SIGNATURE OF REPLIER

TITLE OF REPLIER

### GUIDES TO SIMPLIFIED INFORMAL CORRESPONDENCE

The typical Government letter has been conservatively estimated to cost \$2.00, not including the cost of filing and ultimate disposition. Informal communication, resulting from the use of Optional Form 27, 2-WAY MEMO, can reduce this cost substantially.

Persons experienced in the field of letterwriting have made the following observations about Government correspondence practices:

The bulk of correspondence is conducted within the governmental family itself—between offices whose day-to-day relationships could permit simple, informal written communication.

Many written communications are for immediate action, are routine in nature, such as requests for information or services, and do not require copies for distribution.

Many written communications are less than a dozen lines in length.

#### PRINCIPLES INVOLVED

1. In actual experience, where agencies have issued instructions encouraging the use of memorandums and informal correspondence within the agency, there has been a noticeable drop in the communications effort and in the time required to respond to a request, as well as a reduction of useless copies in file. An examination of the two types of correspondence indicates that formal correspondence has certain drawbacks.

a. Formal correspondence is usually more wordy because of salutations, introductory paragraphs, complimentary closings, etc. It becomes a difficult writing chore because of continual polishing and editing.

b. Formal correspondence typically calls for more reviews, resulting in many rewrites, and for excessive time-in-shop.

c. Formal correspondence goes through stricter clearance channels, and frequently makes communication between "opposite numbers" very difficult.

2. In many cases, the best reply is an informal endorsement on an incoming letter. Optional Form 27, 2-WAY MEMO, takes advantage of this principle.

#### PRACTICAL PURPOSES SERVED BY 2-WAY MEMO

1. The message and the reply are placed on the same page in brief, informal language. This simplifies writing, handling, storing, and disposing of short communications.

2. The message may be prepared by typewriter or by hand; the reply may be by typewriter, by hand, or by rubber stamp.

3. It is possible to achieve a greater delegation of signing authority with the 2-WAY MEMO because of its informal nature.

4. The 2-WAY MEMO may be designated for special handling. It may be marked URGENT if exceptional speed is required. It may be stamped for special mailing services. It may be used for classified material if it is marked with the proper security classification.

5. The "TO" line and the "FROM" line are so placed that the 2-WAY MEMO may be sent in a window envelope and returned in a window envelope if desired.

6. The 2-WAY MEMO is particularly well suited for communication between "opposite numbers" within one agency or in different agencies.